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## Raytheon Training

### *Enhancing Human Performance*

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Raytheon Training is a business segment of the Raytheon Systems Company, a subsidiary of the Raytheon Company. With over 120,000 employees worldwide, the Raytheon Company has the depth and breadth of talented personnel to address the most significant challenges that today's government agencies face.

Raytheon Training's mission is "Enhancing Human Performance." Our training services include research, needs analyses, program design, development of training curricula for the full range of delivery methods, and evaluation of training products and programs. Areas of interest and points of contact are:

- Program Evaluation, Analyses, and Studies -- kfhenriksen@ccgate.hac.com
- Emerging Technology Development -- tjkilby@ccgate.hac.com
- Performance Testing and Measurement -- lrbeideman@ccgate.hac.com
- Computer-based Training -- paharris@ccgate.hac.com
- Distance Learning -- kwlucas@ccgate.hac.com
- Simulation -- rcglennon@ccgate.hac.com

Please visit our web site at <http://www.wbtonline.com>

The Raytheon Training professional staff includes:

Cognitive psychologists	Performance analysts	Management analysts
Educational psychologists	Cost benefit analysts	Program analysts
Statisticians	System engineers	Research assistants
Psychometrists	Software engineers	Technical editors
Employee development specialists	Operations research analysts	Visual artists
Instructional system specialists	Human factors analysts	Programmers
Training analysts/designers	Organizational analysts	Desktop publishing specialists

All research, analysis, and evaluation are performed in-house by experienced full-time professionals from Raytheon and our subcontractors — DP Associates, E.L. Hamm, Mind & Media, and Lilliefors Consulting Group. We have teamed with these partners in the past, and we have an excellent working relationship with them built on years of cooperation and mutual trust.

#### ***Research, Analysis and Evaluation***

Training research, analysis, and evaluation of training strategies play a central role in Raytheon's mission of enhancing human performance. We have an outstanding track record in training program evaluation, studies of emerging training technologies, and studies of strategies for performance testing and measurement.

Raytheon has conducted cost-benefit studies of computer-based training at the U.S. Department of Housing and Urban Development, curriculum effectiveness studies for the Federal Emergency Management Agency, statistical analyses for the Institute for Defense Analyses, systems analyses and usability testing for improved

user-interfaces for NASA's Mission-to-Planet Earth program, and personnel studies for ensuring high transfer of training to U.S. Army occupational specialties.

Raytheon has developed over 1600 hours of computer-based training for a wide assortment of government and private sector clients. We conducted front-end analyses for integrating simulation, automation, and electronic performance support systems for supporting U.S. Army personnel in enriched and dispersed learning environments, and we developed virtual reality systems for health-care specialists (the *Virtual Heart*<sup>TM</sup>) and air traffic controllers (the *Virtual Controller*<sup>TM</sup>). Raytheon looks forward to employing leading edge technologies to solve the critical challenges that the IRS is facing.

Given widespread government reinvention initiatives of the 1990's, a greater premium is being placed on effective strategies for performance testing and measurement. For NASA, Raytheon has successfully evaluated employee skill acquisition problems by applying usability testing techniques and selective measures of performance (MOPs). For the U.S. Coast Guard, the U.S. Treasury, and the Federal Aviation Administration, Raytheon has designed and validated an assortment of skill assessment strategies and instruments.

### ***Training Development and Delivery***

Raytheon produces training in media ranging from printed textbooks to full function, high fidelity flight simulators for modern aircraft. We specialize in distance learning — teletraining, multimedia CBT, EPSS, and web-based training. Raytheon is developing a number of approaches to web-based training including asynchronous training, separate multimedia distribution via CD-ROM, and repository-based CBT using FTP download. We also recognize the merit of embedding training (EPSS) in application software using wizards, short CBT segments, context sensitive help features, and on-line job aids. The company is developing technical training courseware for both BellCore and Bell Atlantic, and we are working with the Corporate University Xchange. Raytheon also is the prime training integrator for General Motors worldwide.

Raytheon Training has fielded over 400 video teletraining systems, including design, installation, test, and maintenance. Our teletraining clients include the U.S. Navy, the Federal Bureau of Prisons, the Internal Revenue Service, Nuclear Regulatory Commission, the States of Georgia, South Carolina, and Louisiana, and 23 schools, colleges, and universities.

### ***Human Factors and Ergonomics***

To ensure that its products have high user acceptance and fully meet the needs of today's diverse workforce, Raytheon has a very active and progressive human factors and ergonomics program. Over the past decade, it has assisted DoD in developing methodologies for integrating manpower and personnel considerations into large-scale system development efforts. We are proficient with an assortment of usability testing strategies and are currently developing the user interface for NASA's Earth Observing Satellite (EOS) program. Our interface makes EOS data readily available to industry, to school systems, and to the public as well as the international scientific community.

All work will be performed fully in accord with IRS' development standards for products and services. Work can be managed and accomplished from Raytheon's existing offices and facilities in the National Capitol Area and from offices in 29 states, 3 territories, and several foreign countries as required.

## PRIME AND SUBCONTRACTOR LIST

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